

23. (original) The computer program according to claim 21, wherein
if it is decided at the deciding that no operator is standby, the selecting includes
selecting an operator with estimated shortest standby time as the operator to process the
transaction.

24. (original) The computer program according to claim 21, wherein
if it is decided at the deciding that no operator is standby, the selecting includes
selecting an operator from among operators with estimated standby times not more than a
predetermined time as the operator to process the transaction.

25. (original) The computer program according to claim 21, further comprising:
canceling the allocation of the transaction to the operator selected, if the
operator selected does not start the processing the transaction within a predetermined time,
wherein
if allocation of the transaction is canceled at the canceling, the deciding includes
repeating the decision on which operators are standby.

26. (original) The computer program according to claim 21, wherein
the transaction are received via any one of a telephone, chat, and e-mail,
the storing includes storing the status information separately for the transactions
received via the telephone, chat, and e-mail, and
the deciding includes performing the decision on which operators are standby
separately for the transactions received via the telephone, chat, and e-mail based on the
respective status information.

27. (original) The computer program according to claim 21, further comprising:
the storing includes storing a skill level of each operator that is an expertise of
the operator in processing transactions; and
extracting, when the transaction is received, operators whose skill levels exceed
the skill levels required to process the transaction based on the skill levels stored, wherein
the deciding includes performing the decision on which operators are standby
from among the operators extracted.